



# Responsible Management of Licensed Venues (RMLV) Course

Approved by the Queensland Office of Liquor & Gaming Regulation

From 1 January 2009 the position of nominee was replaced by an approved manager position and related approval process under the *Liquor Act 1992* (Queensland). To become an approved manager a person must complete both the Responsible Management of Licensed Venues (RMLV) Course and the Queensland RSA Course.

Both certificates for RSA and RMLV are valid for three years and it is the responsibility of both the holder of the certificate and licensee to ensure staff and approved managers working at the premises are in possession of current certificates. Please note, that manager's approvals are valid for five years but if the RSA and RMLV certificates are not renewed the manager's approval expires.

The RSA Course offered by RSA Liquor Professionals does not just meet the minimum standard but offers specialist face to face training delivered by a former Principal Investigator with Liquor Licensing who has expert knowledge of both liquor compliance and hospitality management. At **only \$395** per student our course represents exceptional value. Individual or Hotel Group Licensees or Liquor Accords wishing to train multiple staff can contact RSA Liquor Professionals to arrange a suitable bulk training fee. Regional and remote training is also available on request with sufficient student numbers.

**Special Offer** – To ensure you obtain both mandatory qualifications, any student completing the RMLV Course through RSA Liquor Professionals can complete our RSA Course at no additional charge, a saving of \$70 per student.

The RMLV Course includes expert training in the following mandatory topics:

- Alcohol
- The Legal Framework
- Licenses and Permits & The License Document
- Responsible Service of Alcohol
- Noise
- Other Legislative Considerations
- Best Practice Management
- Patron, Noise & Safety Management Strategies
- Networks
- Risk Management; and
- Benefits of Good Management

RSA Liquor Professionals conducts regular monthly courses in the Brisbane CBD and other areas or can conduct training at a venue suitable to your staff upon request. The cost of this 4 hour session includes all handouts, enrolment fees and the issue of an OLGR approved training course certificate.

Morning tea, lunch and afternoon tea and free on-site parking is provided on both training days at no additional charge.

Like Queensland RSA Courses, these courses must be provided by a Registered Training Organisation (RTO) approved by OLGR. Our training is conducted by Russell Steele, an approved trainer with BARS Training Australia, who are an OLGR approved RTO (National Provider Number

Russell Steele & Associates Pty Ltd  
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32061) responsible for issuing the RMLV Training Course Certificate upon successful completion of the course. Mutual recognition of similar interstate qualifications is not available for the Queensland RMLV Course.

Licensees are recommended to read the current requirements for Approved Managers available at [www.olgr.qld.gov.au](http://www.olgr.qld.gov.au) or to contact RSA Liquor Professionals for advice.

### **Training Registers**

All licensees are required to keep a training register which contains copies of current RSA & RMLV Certificates and other training matters for persons involved in the service or supply of liquor at licensed premises.

This register must be made available at the premises for inspection by an investigator or Police Officer. It is the responsibility of the licensee to ensure training is current for all relevant staff members and to update the register accordingly. Fully compliant training registers are available for purchase through RSA Liquor Professionals as part of our Compliance Starter Kit for only \$150.00 including GST.

### **Pre-requisites**

All participants should have basic language, literacy and numeracy skills and are required to identify if they require language, literacy and numeracy support prior to enrolment by contacting RSA Liquor Professionals. Participants can also ask for language, literacy and numeracy support during training delivery if they find they are experiencing difficulties.

### **Enrolments**

Students are enrolled in the course through our RTO Partner, BARS Training Australia. All students will be required to complete an enrolment form at the start of the training course.

Regular scheduled course dates are available on our website at [www.rsapro.com.au](http://www.rsapro.com.au). Students wishing to confirm attendance at one of our courses can simply email your name, address, course date and contact number to [russell@rsapro.com.au](mailto:russell@rsapro.com.au) then show up on the day to complete necessary enrolment forms. Casual attendance is available however advance notice of your attendance assists us in ensuring you receive the best training package available.

### **Payment**

Course fees of \$395.00 per student must be paid prior to commencement of the course or on arrival on the day. Fees may be paid in advance by Direct Deposit to Russell Steele and Associates Pty Ltd. BSB: 484-799 Account No: 601626302 (Suncorp Bank) Reference: [YOUR SURNAME], or by credit card online at [www.rsapro.com.au](http://www.rsapro.com.au). The training venue has ATM facilities and cash payments can be made on arrival at the course. Cheque payments by licensees can be made by prior arrangement only. Tax receipts will be issued in all cases upon payment.

**Note** - Participants are responsible for reading all relevant materials provided on the website including the BARS Training Australia Student Handbook and the information about courses prior to enrolment. Once participants have completed enrolment details it will be accepted by all parties that they have read the Student Handbook and agree with all the Terms and Conditions prior to commencing their training.

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